TRUNK GROUP PERFORMANCE

Function:	Interconnection Trunk Performance
Measurement Overview:	In order to ensure quality service to the CLECs as well as protect the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
Measurement Methodology:	1. **Comparative Trunk Group Service Summary:** Provides comparative measurements of the trunk groups which exceed the blocking threshold during their busy hours, as well as the total number of trunk groups measured. 2. **Trunk Group Service Report**: Contains the service performance results of all final trunk groups (both BST administered trunk groups and CLEC administered trunk groups) between Point of Termination (POT) and BST tandems or end offices, by region, by CLEC, CLEC Aggregate, and BST aggregate. Specifically measures the total number of trunk groups, number of trunk groups measured, and the number of trunk groups which exceed the blocking threshold during their busy hours. 3. **Trunk Group Service Detail:** Provides a detailed list of all final trunk groups between POTs and BST end offices or tandems (A-end and Z-end for BST Local trunks) including the actual blocking performance when blocking exceeds the measured blocking threshold. The blocking performance includes the observed blocking number for a particular Trunk Group Serial Number (TGSN). Blocking thresholds for all trunk groups are 3%, except BST CTTG, which is 2%. Measured Blocking =[(Total number of Blocked Calls)/(Total number of Attempted Calls)] X 100

Reporting Dimensions:	**Excluded Situations:**
• BST Trunk Group Aggregate • CLEC Trunk Group Aggregate • CLEC Trunk Group Specific • State and Region Level	• Trunk Groups for which valid traffic data measurement unavailable.
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State and Region Level • Exception Trunk detail	• Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State and Region Level • Exception Trunk detail

TRUNK GROUP PERFORMANCE

1. Comparative Trunk Group Service Summary

CLEC 1		CLEC Aggregate		BST CTTG		BST Local	
# Trk Grps Blocked	Total Trk Grps Measured	# Trk Grps Blocked	Total Trk Grps Measured	# Trk Grps Blocked	Total Trk Grps Measured	# Trk Grps Blocked	Total Trk Grps Measured
X	X	X	X	X	X	X	X

2. Trunk Group Service Report

CLEC 1

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
CLEC Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
TOTAL											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

CLEC Aggregate

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
CLEC Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
TOTAL											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x

TRUNK GROUP PERFORMANCE

BellSouth CTTG Trunk Group											
											Region
BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 2% observed blocking	x	x	x	x	x	x	x	x	x	x	x
Independent Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 2% observed blocking	x	x	x	x	x	x	x	x	x	x	x
TOTAL											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 2% observed blocking	x	x	x	x	x	x	x	x	x	x	x

BellSouth Local Network											
											Region
BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

3. Trunk Group Service Detail

CLEC

ORDERED	TGSN	BST SWITCH	CLEC POT	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

BST Common Transport Trunk Group

ORDERED	TGSN	TANDEM	END OFFICE	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

BST Local Network

ORDERED	TGSN	A-End	Z-End	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

TRUNK GROUP PERFORMANCE

Trunking Definitions

Field Name	Description	Data Type
Switch	Identifier for the BellSouth end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
POT	Identifier for the CLEC Point of Termination(POT)of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
TANDEM	Identifier for the BellSouth Tandem end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
END OFFICE	Identifier for the BellSouth End Office of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
A-END	Identifier for the BellSouth Originating/Low Alpha end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
Z-END	Identifier for the BellSouth Terminating/High Alpha end of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
DESCRPT	Describes function/operation of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(15)
TGSN	Unique trunk group identifier. (Trunk Group Serial Number)	AlphaNum(8)
OBSVD BLKG	Blocking ratio determined from traffic data measurement.(Total number of calls blocked/Total number of calls attempted)	Numeric

TRUNK GROUP PERFORMANCE

Trunking Definitions (Continued)

Field Name	Description	Data Type
TKS	Total number of trunks in service in a trunk group	Numeric
VAL DAYS	Total number of valid days of measurement	Numeric
NBR RPTS	Number of consecutive monthly reports for which the trunk group exceeded the measured blocking threshold	Numeric(2)
RMKS	Cause of blocking and/or release plan	AlphaNum

Collocation

Function:	Response Interval, Provisioning Interval and Timeliness for Providing Collocation Space to a CLEC in a BellSouth Central Office.
Measurement Overview:	Collocation is the placement of customer-owned equipment in BellSouth Central Offices for interconnecting to BellSouth's tariffed services and unbundled network elements. BellSouth offers both Virtual and Physical Collocation and will report its performance on these offerings separately. The milestones in the process for which measurements will be provided is: the average time to respond to a request after we have the complete application; the average time between receiving the bona fide firm order until the space is turned over to the CLEC; and the percentage of due dates on firm orders missed.
Measurement Methodology:	1. Average Response Time = $\sum$ (Request Response Date & Time) - (Request Submission Date & Time)/Count of Request submitted in Reporting Period. Definition: Measures the average time from the receipt of a complete and accurate Collocation Request (including receipt of Application Fees) to the date BellSouth responds in writing. Methodology: Manual 2. Average Arrangement Time = $\sum$ (Date & Time Collocation Arrangement is Complete) - (Date & Time Order for Collocation Arrangement submitted)/Total Numbers of Collocation Arrangements Completed during Reporting Period. Definition: Measures the Average Time from the receipt of complete and accurate Firm Order (including Fees) to date BellSouth completes the Collocation Arrangement [Called "BellSouth complete date". Assumes space and construction complete and network infrastructure complete.] Methodology: Manual 3. % of Due Dates Missed = (Number of Orders not completed w/i ILEC committed Due Date during reporting period) / (Number of Orders scheduled for completion in reporting period) X 100. Definition: Measures the percent of Collocation space request, including construction and network infrastructure, that are not complete on the due date. Methodology: Manual

Reporting Dimensions:	Excluded Situations:
• State and Regional Level • Virtual • Physical	• Any order canceled by the CLEC. • Time for BST to obtain any permits • Collocation contract negotiations
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • CLEC Order Number • Application Submission Date • Firm Order Submission Time • Space Acceptance Date	• Report Month • Application • Application Response • Firm Order • BST Completion Data

Appendix A: Reporting Scope

Standard Service Groupings	*Pre-Order, Ordering* • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP *Provisioning* • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail *Maintenance and Repair* • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail Local Interconnection Trunk Group Blockage • BST CTTG Trunk Groups • CLEC Trunk Groups

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types:	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
Report Levels	• CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

Appendix B: Glossary of Acronyms and Terms

A	**ACD**	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
B	**BILLING**	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	**CKTID**	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.
	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.

Appendix B: Glossary of Acronyms and Terms

D	**DESIGN**	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	**E911**	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	**FLOW-THROUGH**	In the context of this document, orders that are processed mechanically without human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.
G		
H	**HAL**	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	**ISDN**	Integrated Services Digital Network
K		

Appendix B: Glossary of Acronyms and Terms

L	**LCSC**	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System which stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request - A request for local resale service or unbundled network elements from a CLEC.
M	**MAINTENANCE & REPAIR**	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.
N	**NC**	"No Circuits" - All circuits busy announcement

Appendix B: Glossary of Acronyms and Terms

O	**OASIS**	Obtain Availability Services Information System - A BellSouth front-end processor which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	**POTS**	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service
Q		
R	**RNS**	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search

Appendix B: Glossary of Acronyms and Terms

S	**SOCS**	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	**TAFI**	Trouble Analysis Facilitation Interface - The BellSouth Operations System which supports trouble receipt center personnel in taking and handling customer trouble reports.
	TN	Telephone Number
U	**UNE**	Unbundled Network Element
V		
W	**WTN**	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Comparison Matrix
FCC Proposed Rule Making vs LCUG vs BellSouth Service Quality Measurements

FCC Proposed Rule Making Measurements		LCUG Service Quality Measurements		BellSouth Service Quality Measurements	
Measurement	***Formula***	***Measurement***	***Formula***	***Measurement***	***Formula***
Average Response Time	Σ (Query Response Date & Time) - Query Submissions Date & Time) / Number of Queries submitted in Reporting Period	Average Response Interval for Pre-Ordering Information (PO-1)	Σ (Query Response Date & Time) - Query Submissions Date & Time) / Number of Queries submitted in Reporting Period	Average Response Interval	Σ (Date & Time of Legacy Response) - (Date & Time of Request to Legacy) / Number of Legacy Request during Reporting Period
Average Completion Interval	Σ (Completion Date & Time) - (Order Submission Date & Time) / Total Number of Orders Completed in Reporting Period	Average Completion Interval (OP-1)	Σ (Completion Date & Time) - (Order Submission Date & Time) / Total Number of Orders Completed in Reporting Period	Average Completion Interval	Σ (Completion Date & Time) - (Order issue Date & Time) / Count of orders completed in Reporting Period
% of Due Dates Missed	Number of Orders Not Completed w/I ILEC Committed Due Date & Time in Reporting Period / Total Number of Orders Scheduled for Completion X 100	% of Orders Completed on Time (OP-2)	(Count of Orders Completed within ILEC Committed Due Date) / (Count of Orders Completed in Reporting Period) X 100	% Missed Installation Appointments	Σ (Number of Orders missed in Reporting Period) / (Number of Orders completed in Reporting Period) X 100
Average Coordinated Customer Conversion Interval	Σ (Completion Date & Time for Cross Connection of an Unbundled Loop) - (Disconnection Date and Time of an Unbundled Loop) / Total Number of Unbundled Loop Orders for Reporting Period			Average Coordinated Customer Conversion Interval **See Note 1**	Σ [(Completion Date & Time for Cross Connection of an Unbundled Loop w/LNP) - (Disconnection Date & Time of an Unbundled Loop w/LNP)] / Total Number of Unbundled Loop Orders w/LNP in Reporting Period
Average Reject Notice Interval	Σ (Date & Time of Order Rejection) - (Date & Time of Receipt of Order) / Number of Orders Rejected for Reporting Period	Mean Reject Interval (OP-4)	Σ (Date & Time of Order Rejection) - (Date & Time of Order Acknowledgment) / Number of Orders Rejected for Reporting Period	Reject Interval	Σ (Date & Time of Service Request Rejection) - (Date & Time of Service Request Acknowledgment) / Number of Service Requests Rejected in Reporting Period
Average FOC Notice Interval	Σ (Date & Time of FOC) - (Date & Time of Receipt of valid Order) / Number of Orders Confirmed in Reporting Period	Mean FOC Interval (OP-5)	Σ (Date & Time of FOC) - (Date & Time of Order Acknowledgment) / Number of Orders Confirmed in Reporting Period	Firm Order Confirmation Timeliness	Σ (Date & Time of FOC) - (Date & Time of Service Request Acknowledgment) / Number of Service Requests confirmed in Reporting Period
				Total Service Request Cycle Time	Σ (Date & Time CLEC Service Request placed in queue for completion) - (Date & Time Service Request first reaches BST interface) / Total number of Service Requests
Average Jeopardy Notice Interval	Σ (Date & Time of scheduled due date on FOC) - (Date & Time of Jeopardy Notice) / Number of orders in jeopardy for Reporting Period	Mean Jeopardy Interval (OP-6)	Σ (Date & Time of Committed due date for the Order) - (Date & Time of Jeopardy Notice) / Number of orders in jeopardy for Reporting Period	Average Jeopardy Notice Interval	Σ (Date & Time of Scheduled Due Date on Service Order) - (Date & Time of Jeopardy Notice) / Number of Orders in Jeopardy in Reporting Period

Comparison Matrix
FCC Proposed Rule Making vs LCUG vs BellSouth Service Quality Measurements

FCC Proposed Rule Making Measurements		LCUG Service Quality Measurements		BellSouth Service Quality Measurements	
Measurement	***Formula***	***Measurement***	***Formula***	***Measurement***	***Formula***
% of Orders given Jeopardy Notice	Number of Orders given Jeopardy Notices / Number of Orders Confirmed in Reporting Period	% Jeopardies Returned (OP-8)	Number of Orders given Jeopardy Notices / Number of Orders Confirmed in Reporting Period	% of Orders given Jeopardy Notice **See Note 1**	Number of Orders Given Jeopardy Notices in Reporting Period / Number of Orders in Reporting Period X 100
Average Completion Notice Interval	Σ (Date & Time of Notice of Completion) - (Date & Time of Completion of Work) / Number of Orders Completed in Reporting Period	Mean Completion Interval (OP-7)	Σ (Date & Time of Notice of Completion) - (Date & Time of Completion of Work) / Number of Orders Completed in Reporting Period	Order Completion Interval Distribution	Σ (Service Orders completed in "X" days) / (Total Service Orders completed in Reporting Period) X 100
Average Interval for Held Orders	Σ (Reporting Period Close Date) - (Completion Date on FOC) / (Number of Held Orders for Reporting Period)	Mean Held Order Interval (OP-9)	Σ (Reporting Period Close Date) - (Committed Order Due Date) / Number of Orders Pending and Past the committed due date.	Mean Held Order Interval	Σ (Reporting Period Close Date) - (Committed Order Due Date) / Number of Orders Pending and Past the committed due date.
		% Orders Held $\geq$ 90 days (OP-10) % Orders Held $\geq$ 15 days (OP-11)	(Number of Orders Held for $\geq$ 90 or 15 days) / (Total Number of Orders Pending but not completed) X 100	Held Order Distribution Interval	(Number of Orders Held for $\geq$ 90 or 15 days) / (Total Number of Orders Pending but not completed) X 100
		% Order Accuracy (OP-3)	Σ (Orders completed without error) / (Orders Completed) X 100		
% Troubles w/I 30 days of install	(New Service Orders Receiving Trouble Reports $\leq$ 30 days of Order Completion) / (Number of New Service Orders Completed in Month) X 100			% Provisioning Troubles w/I 30 days of service order activity	Σ (All Troubles on Services installed $\leq$ 30 days in a calendar month) / (All service orders in same calendar month) X 100
% Order Flow Through	(Number of Orders Electronically Processed through the Gateway and Accepted into the ILEC Legacy Systems w/o Manual Intervention) / (Number of Orders Submitted in Reporting Period) X 100			% Flow Through Service Requests	Σ (Total of Service Requests that flow through to the BST OSS) / (Total Number of Service Requests delivered to BST OSS) X 100
% Rejected Orders	(Number of Orders Rejected Due to Error or Omission) / (Number of Orders Submitted in Reporting Period) X 100			% Rejected Service Requests	Σ (Total Number of Rejected Service Requests) / (Total Number Service Requests Received) X 100
Average Submissions per Order	Σ (Number of Orders accepted for Provisioning) - (Number of Orders Rejected) / Number of Orders Accepted for Provisioning in Reporting Period				

Comparison Matrix
FCC Proposed Rule Making vs LCUG vs BellSouth Service Quality Measurements

FCC Proposed Rule Making Measurements		LCUG Service Quality Measurements		BellSouth Service Quality Measurements	
Measurement	***Formula***	***Measurement***	***Formula***	***Measurement***	***Formula***
% of 911/E911 Database Updates	(Number of Database Updates Completed w/o Error) / (Total Number of Updates Completed) X 100			E911 Accuracy	Σ (Total Number of SOIR orders for E911 updates) - (Total number of Service Order Interface Records (SOIRs) with errors generated from Daily TN activity) / Total number of SOIR orders for E911 updates) X 100
% Missed Due Dates for 911/E911	(Number of Updates Completed by Committed Due Date During Reporting Period) / (Total Number of updates scheduled to be completed) X 100			E911 Timeliness	Σ (Number of Confirmed Orders) - (Number of Orders missed in Reporting Period) / (Number of Orders Confirmed in Reporting Period) x 100
				% Out of Service > 24 Hours	(Total Troubles > 24 hours) / (Total Troubles) X 100
Average Time to Restore	Σ (Date & Time Trouble Ticket Resolution Notification Returned to CLEC) - (Date & Time Trouble Ticket Logged with ILEC) / Number of Trouble Tickets Resolved in Reporting Period	Mean Time to Restore (MR-1)	Σ (Date & Time of Ticket Closure) - (Date & Time of Ticket Creation) / Count of all Trouble Tickets closed in Reporting Period.	Maintenance Average Duration	(Total Duration Time) / (Total Troubles)
Frequency of Troubles w/I 30 days	(Number of Trouble Tickets received in 30-day period) / (Number of Service Access Lines in Service at end of Reporting Period) X 100	Repeat Trouble Rate (MR-2)	(Count of Svc. Access Lines Generating more than one trouble within a continuous 30 day period) / (# of Reports in report period) X 100	% Repeat Troubles within 30 days	(Total Repeated Trouble Reports within 30 days) / (Total Troubles) X 100
Frequency of Repeat Troubles	(Total Number of Repeat Trouble Reports) / (Total Number of Trouble Tickets received in 30-day period) X 100	Trouble Rate (MR-3)	(Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at end of reporting period) X 100	Customer Trouble Report Rate	(Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at end of reporting period) X 100
% Customer Troubles Resolved w/I estimate	(Number of Trouble Tickets Resolved by Estimated Date & Time) / (Number of Trouble Tickets Resolved w/I Reporting Period) X 100	% Customer Troubles Resolved w/I estimate (MR-4)	(Count of Customer Troubles resolved by the Quoted Resolution Date & Time) / (Count of Cust. Trouble Tickets Closed) X 100	% of Missed Repair Appointments	Σ (Customer Troubles not resolved by the Quoted Resolution Date & Time) / (Customer Trouble Tickets Closed) X 100
Average Time to Provide Usage Records	Σ (Date & Time Usage Records Transmitted) - (Date & Time Usage Records Recorded) / Number of Usage Records Transmitted in Reporting Period	Mean Time to Provide Recorded Usage Records (BI-1)	Σ (Data Set transmission date) - (Date of Message recording) / Count of all Messages transmitted in reporting period	Usage Data Delivery Timeliness	(Total number of usage records sent within 6 calendar days from initial recording/receipt) / (Total number of usage records sent)

Comparison Matrix
FCC Proposed Rule Making vs LCUG vs BellSouth Service Quality Measurements

FCC Proposed Rule Making Measurements		LCUG Service Quality Measurements		BellSouth Service Quality Measurements	
Measurement	***Formula***	***Measurement***	***Formula***	***Measurement***	***Formula***
		% Usage Accuracy (BI-4)	(Number of Usage Records Delivered in the reporting period that Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Transmitted) X 100	Usage Data Delivery Accuracy	Σ (Total number of usage data packs sent during current month) - (Total number of usage data packs requiring retransmission during current month) / Total number of usage data packs sent during current month
				Usage Data Delivery Completeness	(Total number of Recorded usage records delivered during the current month that are within 30 days of the message create date) / (Total number of Recorded usage records delivered during the current month)
Average Time to Deliver Invoices	Σ (Date & Time Invoices Transmitted) - (Date & Time Bill Cycle Closes) / Number of Invoices Produced Electronically during Reporting Period	Mean Time to Deliver Invoices (BI-2)	Σ (Invoice Transmission Date) - (Date of scheduled bill cycle close) / Count of Invoices transmitted in reporting period	Invoice Timeliness	(Total number of billing invoices released in the current month) - (Number of billing invoices released within target number of days after the Bill Date) / (Total number of billing invoices released in the current month) X 100
		% Invoice Accuracy (BI-3)	(Number of Invoices delivered in the reporting period that have complete information, reflect accurate calculations and are Properly Formatted) / (Total number of invoices issued in the reporting period) X 100	Invoice Accuracy	(Total Local Services Billed Revenues during current month) - (Total Adjustment Revenues during current month) / Total Number of invoices issued in reporting period X 100
% of Time OSS Interface Available	(Number of Hours OSS Functionality is Available to CLEC during Reporting Period) / (Number of Hours OSS Functionality was scheduled to be available) X 100	% System Availability (GE-1)	(Number of Hours OSS Functionality is Available to CLEC during Reporting Period) / (Number of Hours OSS Functionality was scheduled to be available) X 100	OSS Interface Availability	(Actual Availability to CLEC) / (Scheduled Availability to CLEC) X 100
				Maintenance OSS Response Interval	Access Times in increments of ≤ 4 secs., ≥ 4 and ≤ 10 secs., > 10 secs. and > 30 secs.
				Maintenance OSS Interface Availability	(Actual Availability) / (Scheduled Availability) X 100

Comparison Matrix
FCC Proposed Rule Making vs LCUG vs BellSouth Service Quality Measurements

FCC Proposed Rule Making Measurements		LCUG Service Quality Measurements		BellSouth Service Quality Measurements	
Measurement	***Formula***	***Measurement***	***Formula***	***Measurement***	***Formula***
				Average Answer Time - Repair Centers (UNE, RRC & BRC)	(Total Time in seconds for center response) / (Total number of calls in reporting period)
		Call Abandonment Rate (GE-3)	(Count of calls terminated before answer during the reporting period) / (Count of all calls placed in queue during the reporting period)		
Average Time to Answer Calls (CLEC ctr.)	Σ (Date & Time of call answered) - (Date & Time of Call Receipt) / Total calls answered by center	Mean Time to Answer Calls (GE-2)	Σ (Date & Time of call answered) - (Date & Time of Call Receipt) / Total calls answered by center	Speed of Answer in Ordering Center	Σ (Total Time in seconds to reach LCSC) / (Total number of calls in Reporting Period)
Average Time to Answer Calls (OS/DA)	Σ (Date & Time of Response from ILEC OS/DA database operator) - (Date & Time of call to ILEC OS/DA database operator) / Total Number of Calls to ILEC OS/DA.	Mean Time to Answer Calls (OS/DA-1)	Σ (Date & Time of Call Answer) - (Date & Time of Call Receipt) / (Total Calls answered on Behalf of CLECs in Reporting Period)	Average Speed to Answer (OS/DA)	Σ (Total call waiting seconds) / (Total Calls Served)
				% Answered within "X" seconds (OS/DA)	Derived by converting the Average Speed to Answer using Bellcore Statistical Answer Conversion Tables, to arrive at a % of calls answered in less than "X" seconds
% Blockage on Interconnection Trunks	(Final Interconnection Trunk Groups Blocked during Reporting Period) / (Total number of Interconnection Trunk Groups)			Trunk Group Service Report	Specifically measures total number of trunk groups, number of trunk groups measured, and the number of trunk groups with blocking factors exceeding the blocking threshold in one or more 1 hour measurement intervals during the report month
% Blockage on Common Trunks	(Final Common Trunk Groups Blocked during Reporting Period) / (Total number of Common Trunk Groups)			Trunk Group Service Report	Specifically measures total number of trunk groups, number of trunk groups measured, and the number of trunk groups with blocking factors exceeding the blocking threshold in one or more 1 hour measurement intervals during the report month
				Comparative Trunk Group Service Summary	Comparative measurements of number of trunk groups exceeding threshold

Comparison Matrix
FCC Proposed Rule Making vs LCUG vs BellSouth Service Quality Measurements

FCC Proposed Rule Making Measurements		LCUG Service Quality Measurements		BellSouth Service Quality Measurements	
Measurement	***Formula***	***Measurement***	***Formula***	***Measurement***	***Formula***
				Trunk Group Service Detail	Detail listing of all final trunk groups including actual blocking performance. Measured blocking = (Total Number of Blocked Calls) / (Total Number of Attempted Calls) X 100
Average Time to Respond to Collocation Request	Σ (Request Response Date & Time) - (Request Submission Date & Time) / Count of Requests submitted in Reporting Period			Average Response Time **See Note 2**	Σ (Request Response Date & Time) - (Request Submission Date & Time) / Count of Requests submitted in Reporting Period
Average Time to Provide Collocation Arrangement	Σ (Date & Time Collocation Arrangement is Complete) - (Date and Time Order for Collocation Arrangement submitted) / Total Number of Collocation Arrangements Completed during Reporting Period			Average Arrangement Time **See Note 2**	Σ (Date & Time Collocation Arrangement is Complete) - (Date and Time Order for Collocation Arrangement submitted) / Total Number of Collocation Arrangements Completed during Reporting Period
% of Due Dates Missed with Respect to the Provision of Collocation Arrangements	(Number of Orders not completed w/I ILEC committed Due Date during reporting period) / (Number of Orders scheduled for completion in reporting period) X 100			% of Due Dates Missed **See Note 2**	(Number of Orders not completed w/I ILEC committed Due Date during reporting period) / (Number of Orders scheduled for completion in reporting period) X 100
		Network Performance Parity (NP-1)	Σ (Network Performance Parameter Result) / (Number of Tests Conducted)		
		Function Availability (IUE-1)	(Amount of Time a Functionality is Useable by a CLEC in a Specified Period) / (Total Time Functionality was Intended to be Useable)		
		Timeliness of Element Performance (IUE-2)	(Number of Times Functionality Executes Successfully within the Established Timeliness Standard) / (Number of Times Execution of Functionality was Attempted)		

Note 1: BellSouth is currently in the process of developing this measurement and is committed to adding this measurement to the Service Quality Measurements later this year.

Note 2: BellSouth can and will manually produce these measurements on demand at this time and will have them automated by the end of 1998.

Comparison Matrix
BellSouth/AT&T Interconnection Agreement vs. LCUG vs. AT&T Requirements vs. BellSouth SQM
as of June 15, 1998

[illegible] / AT&T [illegible]	[illegible]	AT&T [illegible]	[illegible]
	Average Response Interval for Pre-Ordering Information	Average [Query] Response Time	Average OSS Response Interval
	% System Availability	Systems Availability	OSS Interface Availability
		Percent of Order Flow Through	Percent Flow-through Service Requests
			Percent Rejected Service Requests
Notice of Reject or Error Status Within 1 Hour of Receipt (Paper/Electronic)	Mean Reject Interval	Average Reject Notice Interval	Reject Interval
Firm Order Confirmation	Mean FOC Interval	Average FOC Notice Interval	Firm Order Confirmation Timeliness
	Mean Time to Answer Calls	Center Responsiveness (Speed of Answer)	Speed of Answer in Ordering Center
	Call Abandonment Rate	Call Abandonment (Support Center)	
	Average Completion Interval	Average Completion Interval	Average Completion Interval
Service Orders Provisioned As Requested			
	Percent Order Accuracy	Percentage Order Accuracy	
Committed Due Date Met	Mean Completion Interval	Average Completion Notice Interval	Order Completion Interval Distribution
Desired Due Date			
	% Orders Held ≥ 90 days % Orders Held ≥ 15 days	% of Orders Held	Held Order Interval Distribution
	Mean Held Order Interval	Average Interval for Held Orders	Mean Interval
	Mean Jeopardy Interval and % Jeopardies Returned	Average Jeopardy Notice Interval and Percentage Orders Given Jeopardy Notices	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices
Committed Due Date Met	% of Orders Completed on Time	Percentage Due Dates Missed (or Percentage Completed on Time)	Percent Missed Installation Appointments
No Trouble Reported Within 30 Days of Order Completion		Percentage of Troubles in "x" Days for New Orders	Percent Provisioning Troubles w/i 30 days
		No Trouble Reported Within 30 Days of Order Completion	
		Average Coordinated Customer Conversion Interval	Coordinated Customer Conversions
*Notification that customer has changed to another service provider			
*Notification that customer has changed PIC only			
*Notification that IXC using "01" PIC Order Record that customer has changed PIC only			
		Average Completion Notice Interval	Average Completion Notice Interval
			Maintenance - OSS Interface Availability
		Maintenance Query Response Time	Maintenance - Average OSS Response Interval
Average length of time it takes to answer the phone			Average Answer Time - Repair

Comparison Matrix
BellSouth/AT&T Interconnection Agreement vs. LCUG vs. AT&T Requirements vs. BellSouth SQM
as of June 15, 1998

BellSouth / AT&T Interconnection Agreement August, 1997	LCUG October, 1997	AT&T Requirements June 1, 1998	BellSouth Service Quality Measurements June 15, 1998
Missed Appointments	% Customer Troubles Resolved within estimate	% of Customer Troubles Resolved Within Estimate	Missed Repair Appointments
Report Rate	Trouble Rate	Frequency of Troubles in a 30 Day Period	Customer Trouble Report Rate
Time to Restore	Mean Time to Restore	Average Time to Restore	Maintenance Average Duration
Repeat Troubles	Repeat Trouble Rate	Frequency of Repeat Troubles in 30 Day Period	Percent Repeat Troubles Within 30 Days
			Out of Service > 24 Hours
	% Invoice Accuracy	Invoice Accuracy	Invoice Accuracy
Timeliness	Mean Time to Deliver Invoices	Average Time to Deliver Invoices	Invoice Timeliness
Recorded Usage Data Accuracy and Data Packs	% Usage Accuracy	Usage Accuracy	Usage Data Delivery Accuracy
Completeness	Mean Time To Provide Recorded Usage Records	Average Time to Provide Usage Records	Usage Data Delivery Timeliness and Completeness*
	OS/DA Mean Time to Answer	OS/DA Average Time to Answer	Average Speed to Answer
			Percent Provided Within "x" Seconds
		Percentage of Missed Due Dates (or Average Database Update Interval)	E911 Timeliness
		Percentage of Accurate Database Updates	E911 Accuracy
		Percent Blocking on Interconnection (Final Trunks) Percent Blocking on Common Trunks	Comparative Trunk Group Service Summary
		Percent Blocking on Interconnection (Final) Trunks / Percent Blocking on Common Trunks	Trunk Group Service Report
			Trunk Group Service Detail
		Average Time to Respond to Collocation Requests	Collocation - Average Response Time
		Average Time to Provide a Collocation Arrangement	Collocation - Average Arrangement Time
		% of Due Dates Missed - Collocation Arrangements	Collocation % of Due Dates Missed
	Function Availability	Availability of Network Elements	
		Performance of Network Elements	
	Network Performance Parity	Network performance	
	Timeliness of Element Performance		
*Processing Time at the LIDB			
*LIDB - % Processsed Within 1 Second			
*LIDB - % queries Within 2 Seconds			
*LIDB - % Reply Rate			
*LIDB - % Time Out			

* These measurements are currently provided to AT&T specifically as part of the BellSouth/AT&T Interconnection Agreement.

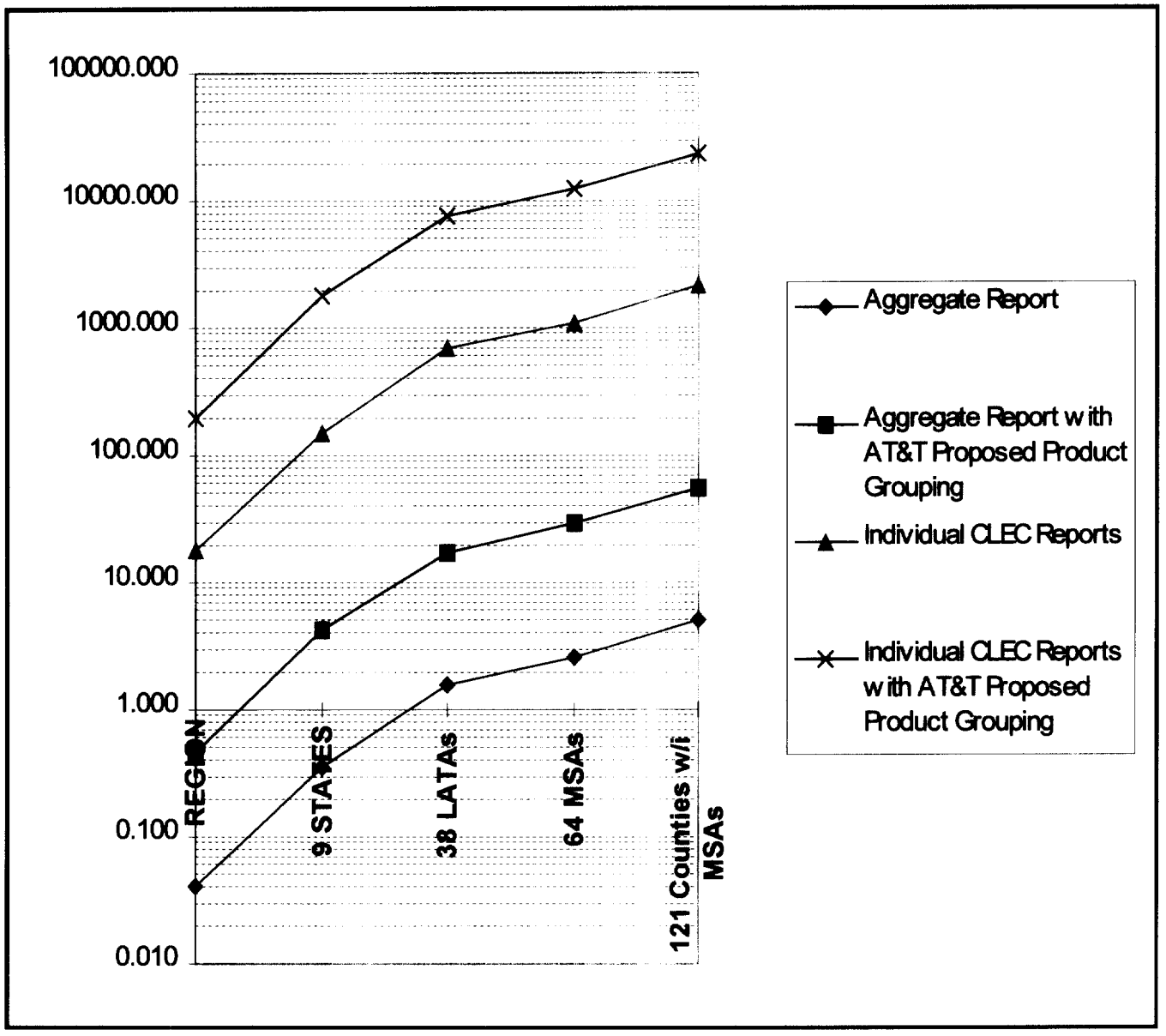
In figures one (1) and two (2), BellSouth has attempted to show in a graphic representation the effect of overly disaggregating the performance data as proposed by AT&T and numerous other CLECs. In reviewing the contents on these charts it is very important to remember to multiply all numeric values by one thousand (1000). Figure 1 depicts geographic disaggregation displayed horizontally on a single chart and function/product disaggregation displayed vertically by the four primary categories, aggregate report, aggregate report with AT&T proposed product groupings, individual CLEC reports, and individual CLEC reports with AT&T proposed product groupings. Figure 2 represents a graphic breakdown of each of the function/product groupings individually in order to better show the differences in the size of the bars based on geographic disaggregation.

Aggregate BellSouth and CLEC reports range from 41 (regional) to 356 (state) data elements. Individual CLEC reports, based on 429 CLECs currently with signed agreements with BellSouth boosts these numbers to 17,762 (regional) and 152,896 (state) data elements respectively. To attempt to disaggregate beyond these levels increases the number of data elements exponentially whether by product groupings or geographic disaggregation. For example, individual CLEC reports using the proposed AT&T product groupings at the state level would contain about 1.8 million data elements. These same reports at the MSA level would contain about 12.7 million data elements.

Figures 4 and 5 are graphic representations of the cost to BellSouth of providing reports on these proposed measurement disaggregations. In order to estimate these costs, BellSouth did a 5 year cost analysis beginning with 1998 and ending with 2002. This analysis took into consideration the estimated average cost associated with salaries, capital and expense over the 5 year period divided by the total number of data elements currently supported in the BellSouth Service Quality Measurements document (5,993,824 data elements which reflects both aggregate region and state specific reports for 429 CLECs). Figure 4 shows a comparison based on cost/month and Figure 5 shows a comparison based on cost per year. As is readily apparent from these charts, anything beyond the region and state level disaggregation increases the cost to BellSouth exponentially.

BellSouth currently has contracts with 429 CLECs

FCC NPRM Performance Measurements Disaggregation
Comparison Chart
(X1000)



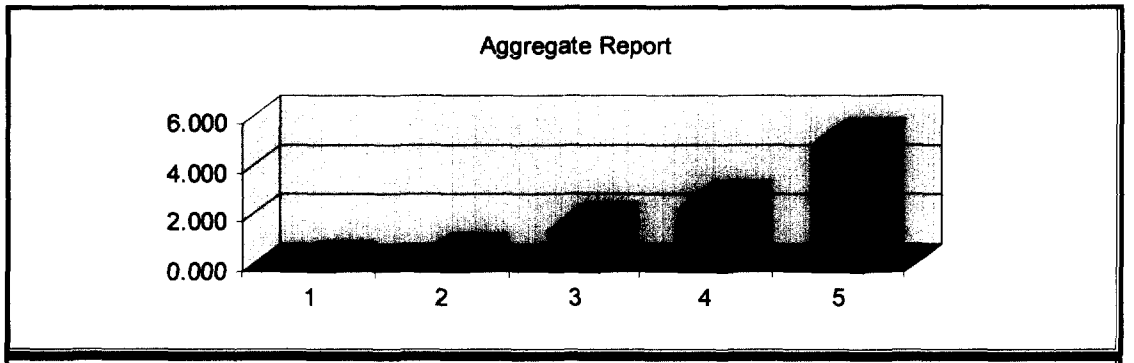
	REGION	9 STATES	38 LATAs	64 MSAs	121 Counties w/i MSAs
Aggregate Report	0.041	0.356	1.600	2.534	5.094
Aggregate Report with AT&T Proposed Product Grouping	0.463	4.163	17.579	29.606	55.975
Individual CLEC Reports	17.761	152.886	686.314	1087.258	2185.369
Individual CLEC Reports with AT&T Proposed Product Grouping	198.455	1786.099	7541.305	12701.145	24013.103

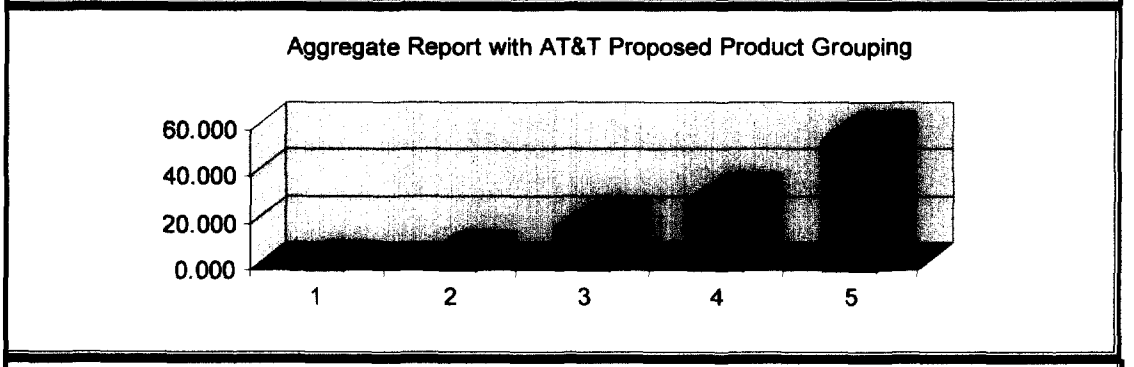
BellSouth currently has contracts with 429 CLECs

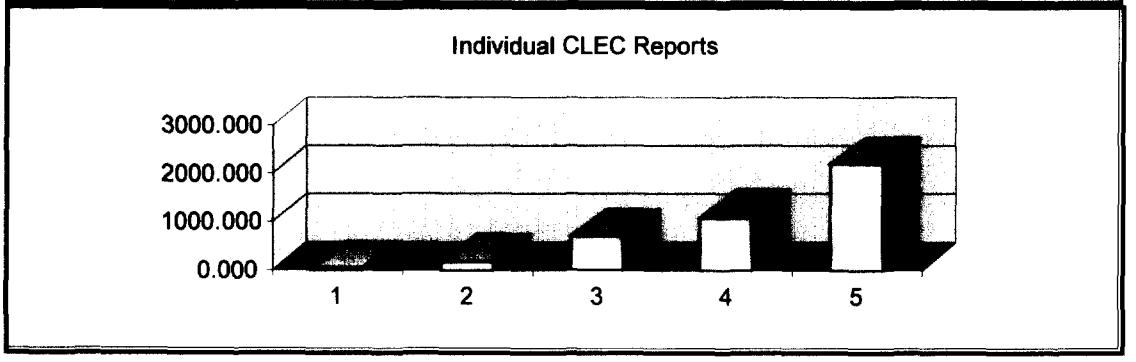
Figure 1

FCC NPRM Performance Measurements Disaggregation
Comparison Chart
(X1000)

	REGION	9 STATES	38 LATAs	64 MSAs	121 Counties w/i MSAs
Aggregate Report	0.041	0.356	1.600	2.534	5.094
Aggregate Report with AT&T Proposed Product Grouping	0.463	4.163	17.579	29.606	55.975
Individual CLEC Reports	17.761	152.896	686.314	1087.258	2186.369
Individual CLEC Reports with AT&T Proposed Product Grouping	198.455	1786.099	7541.305	12701.145	24013.103



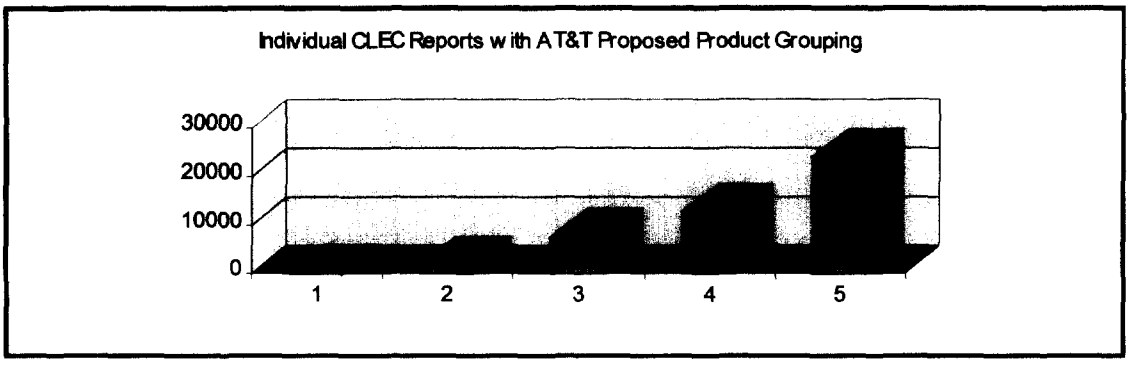




BellSouth currently has contracts with 429 CLECs

Figure 2

FCC NPRM Performance Measurements Disaggregation
Comparison Chart
(X1000)



BellSouth currently has contracts with 429 CLECs

Figure 3